SYSTEM FOR AUTOMATED PROBLEM DETECTION, DIAGNOSIS, AND RESOLUTION IN A SOFTWARE DRIVEN SYSTEM

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Abstract of WO0068793

In many systems, computer software is a common source of failure or instability. The proliferation of multiple interacting applications from several different software vendors leads to "emergent" problems that are difficult or impossible to predict or prevent. The problems are compounded by the use of networks, which introduce the added complexity of applications on multiple machines interacting in complex scenarios. As a result, many business and home users are hindered from using software-based systems to their fullest potential. More effective use of these systems can be aided by an application which can provide services for monitoring, diagnosing, and solving problems that occur in the operation of the machines at a customer facility. In the system described herein, a database contains entries with executable code that can make use of these services in order to monitor, diagnose, and solve specific problems. Each entry in the database addresses a specific problem. The executable code is designed to isolate and recognize the problem, and then implement a fix or workaround for that problem. The executable code is designed to completely automate the entire process of detection and resolution of the problem. Further, manual intervention may be employed to complete the diagnosis or solution.
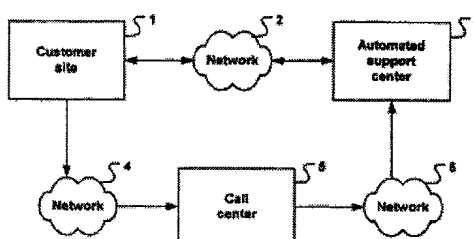
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